**Complaint letter: Failed to receive assistance on a train journey**

**Complaint letter**

To: Rail Company’s name

Address

Also by email

From: your name

Address:

Phone:

Email

Date:

Dear [Rail company’s name]

**Re: Complaint about disability discrimination – the Equality Act 2010**

I am writing this letter of complaint because of difficulties that I experienced when traveling from station A to station B on (insert date). I would like you to make your service more accessible to me and other disabled people, who need assistance to travel. I believe you did not comply with your duties under the Equality Act 2010. This letter explains what went wrong and what I want as an outcome of my complaint.

**I am a Disabled person under the Equality Act 2010**

I am a Disabled person within the meaning of section 6 of the Equality Act 2010. I have X condition which means [describe the impact of your condition on your ability to travel, for example: I’m a wheelchair user, and I am unable to get on or off the train without a ramp].

**The issue I am complaining about**

Give details of your journey/journeys, for example: On the X date I was traveling from Station A to Station B.

Describe what exactly went wrong.

Example: I arrived at Station A at (time) and approached a member of your staff, who was at the platform. I asked them for assistance with boarding 9:30am train to station B. The staff member refused and I was told that I would only be able to get assistance to board the later train, which meant I had to spend 50 minutes waiting in the cold. When I asked a member of staff why it was not possible for him to bring a ramp and assist me with getting on the 9:30am train, I was told he was busy with something else.

Or

Example: On X date I travelled on the train from station A to Station B, which departed station A at 10:00am. I had assistance to board the train at station A, but when the train arrived at Station B there was no one there to help me get off the train. I had to ask other passengers to help me, which was a frightening experience for me.

Describe the impact this had on you, for example inconvenience; feeling humiliated; any physical impact, like being made to wait in the cold; any financial impact - were you late for an important meeting, etc?

Example: As a result not only I was late for my meeting, the difficulties with my journey affected my physical and mental health. I felt humiliated and angry and now I feel less confident using public transport.

Describe whether this situation happens regularly, for example if you have to take a certain train for work or any other important regular commitments.

**How you breached the Equality Act 2010**

You are a service provider under Section 29 of the Equality Act 2010, which requires you to make reasonable adjustments to ensure disabled people can access your service. Section 20 of the Equality Act 2010 requires you to take such steps as it is reasonable to have to take to avoid the disadvantage disabled people like me experience when trying to access your services. Those steps should include: changing the way you provide your service, altering a physical feature or providing an auxiliary aid. Provision of assistance to help Disabled people like me to get on and off trains is an auxiliary aid.

I believe you subjected me to discrimination, by failing to make reasonable adjustments: you failed to provide assistance for me to enable me to travel.

**Obtaining information**

Please provide me with the following information about the incident that I am complaining about

* CCTV footage; [describe how you look or attach a photo]
* Any internal and external documents and/or letters or emails relating to the incident;
* Details of any policies you have in respect of assisting disabled service users to access your trains.

**What I would like to achieve by this complaint**

1. A written apology;
2. Reasonable Adjustments to your policy, guaranteeing good quality assistance to all Disabled passengers who are traveling on your trains;
3. Changing the way you provide assistance on station X by guaranteeing assistance to all passengers, even those who did not book it in advance;
4. Or a change to the way assistance is provided at station X, describe what kind of change;
5. Compensation for the discrimination and injury to feelings that I experienced.

**Next Actions**

I very much hope we can resolve this matter amicably. I look forward to hearing from you within the next 21 days. If you believe you have not breached the Equality Act 2010, please give your reasons.

I am happy to engage with you to explore alternative ways to resolve this dispute. However, if I do not hear from you, or if you deny that you are in breach of the Equality Act then I will consider taking legal action against you.

Yours sincerely